

In the Claims

1. (Currently Amended) A method of using voice to access call center information in a call center comprising the steps of:

connecting an administrator responsible for management of the call center to a voice response server;

the voice response server processing ~~telephone requests~~ voice telephone requests from the administrator for information about the call center; and

the voice response server responding to the telephone requests by providing operational information about the call center management to the administrator.

2. (Original) The method of claim 1 wherein the step of connecting further comprises the step of interfacing with a telephony server to receive telephony input from a remote administrator.

3. (Original) The method of claim 1 wherein the step of connecting to a voice response server further comprises the step of authenticating users of the voice response server.

4. (Original) The method of claim 3 wherein the step of authenticating is performed by matching login names with passwords.

5. (Original) The method of claim 1 wherein the step of processing further comprises translating an administrator's input into a command recognized by a computer in the call center.

6. (Original) The method of claim 5 wherein the computer includes an automatic call distributor and call center command server.

7. (Previously Presented) The method of claim 1 wherein the step of processing adheres to

the VoiceXML standard and processing further comprises the step of using speech recognition to translate an administrator's input into a command recognized by a computer in the call center.

8. (Original) The method of claim 1 wherein the step of responding further comprises the step of performing text to speech translation to aurally present information to administrators.

9. (Original) The method of claim 1 wherein the step of processing adheres to VoiceXML.

10. (Currently Amended) The method of claim 1 wherein the step of processing employs learning a pattern of regularly used access commands of a respective administrator to automatically provide a response to the telephone requests information to the administrator.

11. (Previously Presented) The method of claim 1 wherein the step of processing is interrupted by a barge in request to interrupt information requesting presentations during the connecting step.

12. (Currently Amended) A system for using voice to access call center information in a call center comprising:

means for connecting an administrator responsible for management of the call center to a voice response server,

means for processing ~~telephone requests~~ voice telephone requests from the administrator for information

about the call center, and

means for responding to the telephone requests by providing information about the call center management to the administrator.

13. (Original) The system of claim 12 wherein the means for connecting includes a programmable computer configured to accept telephony requests.

14. (Original) The system of claim 12 wherein the means for processing includes a voice response server comprising a programmable computer.
15. (Original) The system of claim 12 wherein the means for responding includes a programmable computer.
16. (Currently Amended) A system for using voice to access call center information in a call center comprising:
- a call manager which accepts information ~~requests~~ requests by voice from an administrator responsible for management of the call center
- and which provides information about the call center management,
- a VXML interpreter that translates information between the administrator and call center, and
 - a network interface that manages transmission and receipt of data between the VXML interpreter and call center.
17. (Original) The system of claim 16 wherein the call manager is a programmable computer which interfaces to a telephony server to receive telephone input from a remote administrator.
18. (Previously Presented) The system of claim 17 wherein the call manager further employs learning a pattern of regularly used access commands from a remote administrator.
19. (Original) The system of claim 17 wherein the call manager includes a database for authenticating users of the system.
20. (Original) The system of claim 17 wherein the call manager includes a translator for performing speech to text conversion.
21. (Original) The system of claim 17 wherein the VoiceXML interpreter includes a programmable computer 'for translating telephony requests to VoiceXML commands.

22. (Original) The system of claim 17 wherein the VoiceXML interpreter includes a translator for rendering VoiceXML commands into automatic call distributor commands.

23. (Currently Amended) The system of claim 17 wherein the call manager interrupts information requesting presentations ~~in responses~~ in response to a barge in request from the administrator.

24. (Original) The system of claim 17 wherein the network interface includes local area network, Internet, extranet, and wireless network software.

25. (Original) The system of claim 17 wherein the network interface includes a programmable computer for translating VoiceXML commands into data packets for a local area network.

26. (Original) The system of claim 17 wherein the network interface includes computer hardware which retrieves data from a local area network and translates the data into VoiceXML commands.